

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No. 10/615,054 Confirmation No.: 7996  
Applicant(s): John Manos  
Filed: 8 July 2003  
Group Art Unit: 3623  
Examiner: Karmelek, Alison L.  
Title: Information Technology Service Request Level of Service Monitor

Docket No.: 2560.055 (50-03-002)  
Customer No.: 60826

Mail Stop Amendment  
Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION**

Dear Sir:

Applicants respond as follows to the Office Action dated 21 March 2008:

**Claim amendments** begin on page 2 of this paper.

**Remarks** begin on page 9 of this paper.